



Arkansas Department of Community Correction

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ADMINISTRATIVE DIRECTIVE: 13-01 EMPLOYEE TRAINING

TO: DEPARTMENT OF COMMUNITY CORRECTION (DCC) EMPLOYEES

FROM: DAVID EBERHARD, DIRECTOR

SUPERSEDES: AD 09-08

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APPROVED: Signature on File

EFFECTIVE: March 29, 2013

I. APPLICABILITY. This directive applies to Department of Community Correction (DCC) employees.

II. POLICY. The DCC provides employees with opportunities and encouragement to gain necessary knowledge, skills, abilities, and information to enhance their ability to achieve the DCC mission and meet American Correctional Association (ACA) accreditation standards. (4-ACRS-7B-14 through -7B-18[P], and 4-APPFS-3A-20).

III. TRAINING PROGRAM MANAGEMENT.

A. Chief Deputy Director. The Chief Deputy Director (CDD) is responsible for oversight of the agency training program.

B. Central Training Section (CTS)

1. The Central Training Section staff is responsible for coordinating and executing training activities.

2. The Training Administrator must

- a. Assess the agency training program annually. Submit a written training-needs assessment report to the Chief Deputy Director and obtain approval, with consideration to the following:
 - seeking appropriate employee, supervisory, and deputy director input
 - a statistically valid job/task analysis to determine the needed knowledge, skills, and abilities to perform each job. (4-APPFS-3A-11)
 - incorporating measurable performance-based learning objectives
 - employee turnover, program development, program evaluation, changes (such as expansion or program-policy changes), course evaluations, and agency issues
 - current and projected job-related training needs
 - existing basic, pre-service, in-service, specialized, media-based, and other training programs. (4-APPFS-3A-07, and -3A-19)
- b. Annually, use the training program assessment to update the agency training plan. Submit a written training plan to the Chief Deputy Director and obtain approval, with consideration to the following:
 - results of the annual training assessment (customer needs)
 - updating curriculum for major courses such as Residential Services Basic and the Parole/Probation Officer Academy (with appropriate approvals)
 - updating training requirements for various employee groups (career tracks)
 - include measurable performance-based learning objectives
 - revising class length as appropriate to ensure adequate learning time
 - setting timelines for completion of training units
 - updating the training catalog
 - updating existing lesson plans and on-line course materials to include orientation
 - an appropriate mix of live classes and media-based training
 - considering the mission, physical facility characteristics, professional development needs, current/projected needs and/or issues, new theories, techniques and technologies and specific offender populations.
 - describing the methods to be used to ensure each staff member, intern, and volunteer has the needed knowledge, skills, and abilities before assuming assigned duties.
 - the plan must provide for an ongoing formal evaluation of all pre-service, in-service, and specialized training programs, and for the annual written assessment report. (2-CO-1D-03; 4-ACRS-7B-11; 4-APPFS-3A-06, -3A-07, -3A-12, and -3A-14)
- c. Maintain an electronic catalog and schedule of available DCC classes. Provide information about other useful training resources such as on-line training and available CTS library materials. Ensure adequate space and equipment. (4-APPFS-3A-13, and 3A-24)
- d. Develop and maintain an electronic list of training requirements and required training hours for jobs.

IV. TRAINING REQUIREMENTS.

A. All Employees. As a DCC employee, you must participate in required training and meet or exceed the training hours required for your position. Minimum training hour requirements for the various categories of DCC employees are described in Attachment 1. You must fulfill your annual training requirements during the period beginning 30 days prior to your merit eligibility date and ending 12 months later. For example, if your merit eligibility date is October 1st, your training period begins September 1st of one year and ends August 31st of the following year. If you are required to maintain a license or certification you may have additional training requirements and a different time period for meeting your licensing requirements. Follow guidance below regarding the “Training Request Process” and use the “Training Request” form to get approval to attend training and to request and receive credit. With appropriate approval, you are encouraged to attend professional meetings, seminars, and similar work-related activities in addition to DCC-sponsored training, other agency training, computer-based training, and webinars. You may request reimbursement pursuant to applicable policy. (4-APPFS-3A-21)

In addition to meeting basic requirements, you are encouraged to seek training from a variety of sources in areas that enhance your ability to perform your job and better understand DCC operations and the corrections career field. Some training resources are listed on EagleNet. (4-ACRS-7B-19[P]; 4-APPFS-3A-19)

B. Supervisors. As a supervisor, you must ensure regular employees, part time, extra help, and volunteers are aware of and comply with training requirements. Training must be appropriate for the assignment. Supervisors may conduct or arrange for training, and specify additional training requirements. Also, ensure compliance with training requirements in the Volunteer Services policy.

V. TRAINING REQUEST PROCESS. Process Employee Training requests as follows:

A. For Local Classroom Training and Staff Meetings

For training conducted in your assigned location, to include staff meetings, you do not need to complete a Training Request form; just sign an attendance roster, and attach the agenda indicating items/topics covered.

B. For New Employee Enrollment in Certain Classes

New employees will be enrolled by CTS staff in the next available JAKE Orientation class and where required the Residential Services Basic and the Parole/Probation Academies. Requests to change enrollment to a later date must be approved by the Deputy Director who will advise CTS if approved.

C. For JAKE On-Line Training

1. Upon completion of the JAKE Orientation training, employees must sign the “Orientation Acknowledgement” form; a Training Request form is not required. (4-ACRS-7C-01, -7E-07[P])
2. JAKE on-line classes may be approved verbally or on a Training Request form, at the supervisor’s option.

D. For Training NOT Addressed in “A,” “B,” or “C” Above

1. Obtain approvals indicated on the Training Request form
2. Enroll in the training
 - a. For AASIS computer-based training you may enroll on-line by signing into the AASIS Employee Self-Service website.
 - b. For Office of Personnel Management (OPM) training:
 - 1) complete the OPM Training Program Registration Form
 - 2) email the OPM Training Program Registration Form to the Training Administrator for enrollment (CTS will notify you of enrollment)
3. Complete the training
4. Complete the bottom portion of the Training Request form and submit it for credit.

VI. TRAINING CREDIT.

Supervisors may only approve training requests and credit for training that provides knowledge, skills, abilities, and/or information that enhance the learner’s ability to achieve the DCC mission; and if funding is required, training is related to the employee’s current job.

Use the following table to determine training hours that may be awarded when credit is awarded in “college semester hours,” “college quarter hours,” or “Continuing Education Units (CEUs)”

TRAINING HOUR CREDIT CONVERSION TABLE	
Type of Hours	Training Hours
1 Semester Hour of Credit	6
1 College Quarter Hour of Credit	3
1 Continuing Education Unit	10
1 Hour of Acceptable Professional Development Education	1

An employee may submit a request to receive training credit for training received prior to employment with DCC. If a request is made to substitute outside training credit for required DCC training, approval by the Chief Deputy Director is required. (4-ACRS-7B-04)

DCC Instructors may request credit for actual class preparation time (research, developing materials e.g. lesson plans, objectives, etc.), revision or update of current plan.

An employee who conducts an American Correctional Association (ACA) internal or external audit may be approved for 3 training credit hours for each half-day spent conducting the audit.

VII. CURRICULUM REQUIREMENTS.

You must have curriculum approved by both the Training Administrator and Chief Deputy Director. A curriculum consists of a series of classes that are combined to create a regular course of study. Examples include the class list for the following:

- Parole/Probation Officer Academy
- Residential Services Basic
- New Employee Orientation
- A series of 3 or more classes presented on a recurring basis.

Training curricula must be developed based on clear, concise, and measurable written statements of intended learning outcomes. The content and instructional methods selected for a training program must be consistent with stated learning objectives, sequenced to facilitate learning, and incorporate strategies to evaluate the learning. (4-APPFS-3A-09)

Lessons in a training curriculum must be developed based on employee career tracks, organizational needs, the results of the training assessment, and in accordance with the Training Plan. The content and instructional methods selected for a training program must be consistent with the stated learning objectives, sequenced to facilitate learning, and incorporate strategies to evaluate the learning.

VIII. LESSON PLAN, TRAINING MATERIAL, AND INSTRUCTION REQUIREMENTS.

- A.** Training presented by DCC staff or by non-DCC instructors exclusively for DCC staff must use lesson plans pre-approved by the Training Administrator. An approved lesson plan may be used in subsequent years if it remains current. The Training Administrator must approve substantial revisions. Supervisors who wish to schedule non-DCC instructors must obtain the lesson plan and Training Administrator approval before training.
- B.** Lesson plans must include learning objective(s) and indication of content.
- C.** Instructors must give the JAKE Coordinator a sign-in roster, copies of lesson plans, and related training materials such as PowerPoint presentations for each training session.
- D.** Instructors must plan-for and use appropriate strategies to determine successful completion of training programs. (4-ACRS-7B-12 [P])
- E.** CTS instructors must provide an opportunity for students to critique the material, course content, and instructors on major courses provided or sponsored by the CTS. (4-ACRS-7B-12 [P])
- F.** Instructors are encouraged to make appropriate use of community resources. (4-ACRS-7B-13)

G. There are two exceptions to the above requirements:

1. Lesson plans and Training Request forms are not required for staff meetings, however, a copy of the agenda, roster of attendees, and indication of time spent must be provided to the JAKE Coordinator. Training credit for staff meetings is limited to two hours per month.
2. Lesson plans and signature rosters are not required for requesting credit for conducting ACA audits or preparation time for a DCC instructor to prepare and conduct training for DCC. However, a Training Request form with appropriate portions completed must be used to request training credit.

IX. ADVERTISING TRAINING SESSIONS.

Supervisors are encouraged to ask CTS to post relevant class information on EagleNet when seats are available for staff from other DCC units or offices.

X. INSTRUCTOR QUALIFICATIONS AND RELATED INFORMATION.

- A.** Instructors must be qualified in the areas in which they conduct training.
(4-ACRS-7B-12 [P])
- B.** The Training Administrator must obtain ALETA approval of all Parole/Probation Academy instructors before each Academy.
- C.** To instruct a Parole/Probation Academy class, a person must
 1. successfully complete an ALETA-approved 40 hour Train the Trainer or 40-hour instructor development course and demonstrate the use of principles of adult learning, a variety of experiential instructional techniques, principles of curriculum design, and facilitation/presentation strategies, OR
 2. have a law degree, OR
 3. be approved by ALETA based on appropriate credentials such as
 - current teacher certification credentials
 - master instructor status (as recognized by the military)
 - be a current or former Arkansas Law Enforcement Training Academy (ALETA) instructor, or
 - be in a key DCC position such as Director, Chief Deputy Director, or Deputy Director.
- D. Instructors of firearms classes must**
 1. be a certified law enforcement officer (including specialized police personnel), AND
 2. be qualified on the firearm being taught, AND
 3. be an ALETA-certified firearm instructor, AND
 4. be on a list approved by the Deputy Director of Parole/Probation Services.
- E. Instructors of chemical agent classes** when possible should be ALETA certified.
- F. Instructors of Residential Services Basic classes** must have completed an instructor development course.

G. CTS Instructors

1. must successfully complete a 40-hour Train the Trainer or instructor development course and demonstrate the use of principles of adult learning, a variety of experiential instructional techniques, principles of curriculum design, and facilitation/presentation strategies, within one year of employment, AND
 2. Must successfully pass the DCC Parole/Probation Officer Academy class within one year of employment. (4-ACRS-7B-10, 4-APPFS-3A-08)
- H.** CTS must process ALETA instructor certification requests through the Internal Affairs Administrator (IAA) to the Commission.
- I.** The Deputy Director of Parole/Probation Services must ensure the availability of a pool of Parole/Probation Officers qualified as firearms instructors to provide firearms training.

XI. CERTIFIED AND LICENSED STAFF.

- A. All Professional Staff.** All professional staff must comply with applicable state and federal registration, certification, and licensure requirements. Verification of current credentials and job descriptions must be on file in the facility. (4-ACRS-7B-02)
- B. Treatment Staff.** Within the initial 30 days of employment, persons hired in treatment positions must at a minimum be certified as an Alcohol Drug Counselor, Advanced Alcohol Drug Counselor (AADC), or Co-occurring Disorders Professional (CCDP), or be registered with the Arkansas Substance Abuse Certification Board as a Counselor in Training (CIT). An individual hired as a CIT must test for certification as an Alcohol Drug Counselor, or AADC, or CCDP within six months of becoming eligible to test and pass the test within two years of becoming eligible to test. When a CIT becomes certified, he or she must present the certification documentation to his or her supervisor who will forward such certification documents to Human Resources, along with a request to move the certified employee to the approved rate of pay. The employee's salary will be raised to the approved rate (no greater) provided funds are available.
- C. Supervisory Treatment Staff.** Supervisory treatment staff must be certified Clinical Supervisors or must test for certification and pass the certification test within two years of being hired in a treatment supervisory position.
- D. Consequences of not maintaining Certification or License.** Persons who fail to obtain certification within the designated time frame or otherwise do not maintain required certification or licensure do not meet the essential functions of the job and will be removed from the position pursuant to appropriate personnel action.

XII. ATTACHMENTS.

Attachment 1 Minimum Required Employee Training Hours
AD 13-01 Form 1, Training Request
AD 13-01 Form 2, Orientation Acknowledgement

Arkansas Department of Community Correction
MINIMUM REQUIRED EMPLOYEE TRAINING HOURS

CATEGORY OF POSITIONS	EMPLOYEE ORIENTATION	FIRST YEAR TRAINING (in addition to orientation)	ANNUAL TRAINING (second and subsequent employment years)
Parole/Probation Services (including treatment) staff in field offices with regular contact with offenders	40	40	40
Parole/Probation staff with minimal or no offender contact	40	16	16
Residential Services offender-care workers with regular contact with offenders	40	80	40
Residential center staff with minimal or no offender contact, such as personnel staff, business managers, and administrative specialists.	40	16	16
Central Office managerial staff (any staff designated as FSLA exempt)	40	40	40
Central Office clerical and support staff (staff designated as Non-exempt by FSLA standards)	40	16	16
Central Training Section staff	40	40	40
Extra help and part-time employees	16	As appropriate to the position	As appropriate to the position

Arkansas Department of Community Correction
TRAINING REQUEST

Use this form to request training attendance approval and credit for training activities or for online training that is not provided with JAKE. Retain a copy for submission when training is completed as described in "Request for Training Hours" below. **The employee is responsible for making any necessary registration and travel arrangements after receiving approval.**

Training Dates: _____ Training Sponsor: _____

Student/Employee's Name: _____

Student/Employee's Position: _____ Phone: _____

Course Title: _____

Instructor: _____

Briefly describe how this program will support your current responsibilities or future goals for your position:

Will this information be shared? ☐ YES ☐ NO If yes, how will you share? _____

ESTIMATED COST

Transportation _____

Registration
(Cannot include
membership fees) _____

Lodging _____

Meals _____

Miscellaneous _____

TOTAL: _____

Is a state vehicle available? ☐ YES ☐ NO

NOTE 1: Requests that do not involve costs to the agency do not need to be reviewed by the Deputy Director of Administrative Services.
NOTE 2: Attach a completed Out-of-State Travel Request form if traveling out of state.

Employee Signature

Date

Adm. Services Deputy Director
(if necessary) **FUNDS ARE:**

☐ AVAILABLE ☐ NOT AVAILABLE

Signature

Date

Supervisor: ☐ APPROVED ☐ DISAPPROVED

Signature

Date

Division Manager: ☐ APPROVED ☐ DISAPPROVED

Signature

Date

NOTE: APPROVAL/SIGNATURE INDICATES THAT THE TRAINING IS JOB-RELATED

REQUEST FOR TRAINING HOURS

Upon completion of training, complete this section and submit this form to the CENTRAL TRAINING SECTION
DO NOT SUBMIT THIS DOCUMENT TO CTS UNTIL TRAINING IS COMPLETED AND ALL AREAS ARE SIGNED.

Actual Training Hours Training Credit Hours **APPROVED:** (supervisor)

☐ **I hereby certify that I fully participated in the training described above.**

☐ **Certificate Attached** ☐ No certificate issued, but I have initialed (on the attached agenda) the classes that I attended.

☐ **I certify that I partially participated in the training described above by attending only _____ hours.**

☐ I have initialed (on the attached agenda) the classes that I attended.

Employee/Student's Name (Print)

Date

Supervisor's Name (Print)

Employee/Student's Signature

Date

Supervisor's Signature

Arkansas Department of Community Correction ORIENTATION ACKNOWLEDGEMENT

The DCC develops and maintains varied and many directives and/or policies that define how we conduct our business. They enable us to accomplish the agency mission, goals and objectives, and copies of certain policies are provided during new employee orientation and are available on “EagleNet”, the DCC Intranet. You may access them by accessing any DCC computer, opening the Internet Explorer browser, clicking on “Favorites” then “EagleNet”, and finally click on “Policy, Forms & Documents” on left side menu. Navigate through the documents to find the item that pertains to your topic. If you do not have access to a computer, contact your supervisor. The following documents were provided via hard copy and/or accessed during the New Employee Training:

- Employee Handbook
- Employee Performance Evaluation, initial presentation & explanation of performance evaluation documents
- Drug Free Workplace
- Whistle Blower Act
- Historical Perspective & Goals of DCC
- Records Management
- Rape Elimination
- Use of Force
- Evidence Based Practices
- Resource Control Policy
- Provision & explanation of essential job functions, duties & responsibilities
- Office Security and Safety
- Code of Ethics and Rules of Conduct
- Employee Discipline
- Employee Grievance/Mediation Procedure
- Tobacco Free Environment
- Employee Work Schedules, Compensation, and Timekeeping
- Communication Skills
- Interpersonal Communications
- Computer, Cell Phone, Copier, and Technology Resources
- Agency Description and Public Information
- Reporting and Investigation Incidents and Hazards
- Preventing Harassment
- Arkansas State Vehicle Safety Program
- Facility Orientation on basic emergency procedures or response (**with veteran employee or supervisor**)
- Equipment assignment/orientation (computer, keys, firearms, handcuffs, pepper spray) (**with veteran employee or supervisor**)
- Job Specific Policies & Standard Operating Procedures (**with veteran employee or supervisor**)
- Job Specific Training Rotation (**with veteran employee or supervisor**)

I have read and understand the documents or processes listed above. I understand that it is my responsibility to stay current on policies/procedures that pertain to me and my responsibilities. These documents are updated on occasion and I may not be notified when they are updated. If I have any questions, I will address them with my supervisor or contact DCC Human Resources Section for personnel issues. I understand that nothing contained in DCC policy/procedural documents, applications, or the granting of an interview, or the placement in a probationary status, or any other administrative act, creates a contract between myself and DCC for either employment or the provision of benefits. I have familiarized myself with the job specific items and fully understand my duties and responsibilities. I have signed and dated this acknowledgement and understand it will be maintained in my personnel/training files.

I acknowledge that I have satisfactory completed the 40 hours of New Employee Orientation.

Printed Employee Name

Employee Signature

Date

Printed Supervisor Name

Supervisor Signature

Date

Give this form to the JAKE Coordinator to scan into the training records and forward (original) to DCC HRS (105 W. Capitol, Little Rock, AR, 2nd floor, Little Rock, AR 72201-5731).